

Call to Order

The regular meeting was called to order at 7:03 p.m.

Roll Call

Present:	Richard Hughes	Monika Sata
	Penny Marinos	Fan Lin
	Brian Wehrung	
	Cindy Stewart	
	Dick Minnick	

Excuse Absent Members

Kent Voigt, Jerry Bixby and Shazad Butt

Introduction

Fan Lin, Student Rep, Junior at International Academy this fall. Resident of Troy for 6 years.

Bryan presented a certificate of appreciation to Monika Sata for her service to CATV as a student rep during this past year. She will attend Michigan in the fall.

Approval of Minutes

Motion to approve minutes of May 1, 2003 by Hughes, second by Mennick.
Approved unanimously.

Correspondence

- A. WOW – addition of new services effective June 9, 2003
- B. COMCAST – changes to equipment charges – member comment - seems like every meeting Comcast has price increases for something.

Old Business

- A. Cable Complaint Logs
Penny Marinos, Dick Minnick and Monika Sata did not see their complaints listed.

Minnick - January – March channel 4 had double images; Marinos - channel 9 problems in May. Sata – fuzzy picture in June. Marinos and Minnick's problem still has not been taken care of. Marinos - serviceman out, problem not taken care of. Minnick – Serviceman out, problem not resolved. Told him that someone else

would come out, but never did. Three weeks later he called and they had no record of original call and visit.

Wehrung - February/March had a Comcast complaint not on the books

Board would like cable company to follow up with all service complaints in a more professional manner. Can they give customer a service number so customer can refer back? Would be nice to get a letter saying the problem has been resolved.

WOW – 1st and 2nd quarter Grade

B

1st quarter – other than customer on hold for 3 hours, handled all complaints in a very reasonable timeframe. Out of 17 problems 1st quarter, 8 cable related, 9 internet.

2nd quarter – April – 3 out of 7 cable problems

May – 2 out of 9 cable problems

June – 1 out of 13 cable problems

14 cable problems identified from 1st and 2nd quarter – all resolved relatively quickly.

COMCAST – 3rd month of the 1st quarter & 2nd quarter

B+

March - 3 cable problems

April 8 - cable problems

May 2 - cable problems

June 4 - cable problems

Board agrees that both Cable Companies need to explain how they selected these customers. Is this all complaints? Does not appear to be since 4 members' complaints are not listed. What constitutes complaint on this log? What system problems are there? Can we get a monthly list?

New Business

A. CATV Mission Statement

Motion by Marinos, second by Minnick to remove "TV" from all points in Mission Statement and Goals 3rd, 4th and 11th paragraph and last paragraph change to ...are receiving the highest quality of services available. Approved unanimously.

B. Consider committee name change from CATV Advisory Committee to Cable Advisory Committee (CAC) at the October meeting. Reminder via e-mail to everyone regarding name change consideration.

C. CMN Report – CMN contract up December 2004 – Community to watch public access and evaluate programming. Send comments to Cindy Stewart. Ask CMN to add CATV committee on their mailing list for newsletter.

D. Change to member list Fan's email – Darknezz @ Comcast.net

E. WTRY Cable Guide July and August

F. ICCA meeting minutes

Motion to adjourn by Mariono, second by Sata. Meeting adjourned at 9:02 p.m.

**CITY OF TROY
CABLE ADVISORY COMMITTEE
MISSION STATEMENT**

(adopted July 14, 1999 & revised May 24, 2003)

MISSION: To serve as liaison between City Council and citizens of Troy relative to cable issues.

To receive comments and suggestions from fellow citizens and neighbors for presentation to the committee on all cable matters.

To make recommendations to the Troy City Council relative to the City's Cable ~~TV~~ franchise, including any and all activities which may affect the quality or level of service provided to Troy residents.

In order to fulfill this mission to meet on a regular basis to discuss and review all aspects of the quality and service of Cable ~~TV~~ available to Troy citizens including:

FRANCHISE PROVIDERS (current are Comcast and WideOpenWest)

To monitor and review financial and performance reports as provided to ICCA by the franchisees. To review and recommend action as appropriate in the establishment and negotiation of franchise agreements or amendments to these agreements. To receive and consider presentations as requested from the management representatives of the franchisees.

INTERGOVERNMENTAL CABLE COMMUNICATIONS AUTHORITY (ICCA)

To monitor and review correspondence, reports and presentations of the ICCA that may affect or impact the quality or level of service to Troy citizens. This is specifically related to the ICCA consortium agreement.

COMMUNITY MEDIA NETWORK (CMN) - Channels 18 & 52

To monitor and review correspondence, reports and presentations of the CMN or other groups that may affect the quality or level of public access service to Troy citizens. These reviews would include quality of product and access to airtime, equipment and other services with the express purpose of providing for local access programming services and opportunities for individuals and groups.

GOVERNMENT ACCESS / WTRY - Channels 10 & 53

To monitor the quality of product and level of service of the local government access channel provided to the City of Troy as part of the franchise agreement. In this role the committee will request regular reports from the WTRY management and provide opinions to WTRY staff on minor issues and provide recommendations on major issues to City Council.

STEWARDSHIP OF FUNDS

To review requests, assess needs and make recommendations to City Council relative to the awarding and disbursement of available funds to support access channels as provided in the franchise agreements.

LEGISLATION

To review new and proposed local, state and federal legislation relative to providing a point of view to City Council relative to suggested actions.

TECHNOLOGY DEVELOPMENTS

To be aware of new technological developments relative to Cable TV service with the objective of assuring that the residents of Troy are receiving the ~~best service and the~~ highest quality of programming **services** available.